

## **Communication: Being a Better Listener**

Often times in our position as a supervisor or manager we are concerned with the effectiveness of how well we provide instruction or give feedback. We know the importance of choosing our words carefully to be concise and informative, but just as it is necessary to be a good speaker, we must become a good listener as well.

Being a good listener can give us a better understanding of how information is perceived. It compels us to re-think how we present our ideas and information. It's a rewarding skill that is often overlooked as a useful tool in our volunteer management training.

Here are some tips on becoming a better listener:

- Having two ears and one tongue, we should listen twice as much as we speak.
- Don't try to formulate your reply when the other person is speaking
- The person who starts a sentence should be the one to finish it.
- Don't be uneasy with the silences during a conversation. A moment of silence can be very revealing of another's concerns or thought process.
- Remember that listening is not a passive endeavor, but an activity that requires great energy. Try to listen with the same intensity as you use to talk.

A  
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